

13.0 CCTV Policy

Maidenbower Preschool Playgroup

Date: 30th April 2026

Review Date: 30th April 2027

Named Lead (DSL/Manager): Emma Herbe

1. Purpose of CCTV

At Maidenbower Preschool Playgroup, we are committed to ensuring the safety, wellbeing and protection of all children, staff and visitors.

CCTV (Closed-Circuit Television) is in place within the building we operate from to:

- support safeguarding and child protection
- promote a safe and secure environment
- assist in the investigation of incidents or concerns
- protect the premises and property

In practice, this means:

CCTV is used as an additional safeguarding measure. It is not used to routinely monitor staff performance or children's behaviour.

2. Location and Control of CCTV

CCTV is installed and managed by:

Crawley Borough Council

Cameras are located in:

- entrances, exits, corridors, external areas, meeting rooms

Cameras are not located in:

- toilets
- nappy changing areas
- private or sensitive spaces

Important:

Maidenbower Preschool Playgroup does not directly control or manage the CCTV system. All systems, storage and access are the responsibility of the council.

3. What is Personal Data?

CCTV recordings are classed as personal data.

Personal data means:

Any information that can identify a person.

This includes images or video recordings of:

- children
- staff
- parents and visitors

4. Who is Responsible for the CCTV System?

The organisation responsible for CCTV is called the Data Controller.

Data Controller:

Crawley Borough Council

What this means in practice:

- They control how CCTV is used
- They decide how long footage is kept
- They control who can access footage
- They are responsible for keeping footage secure

Maidenbower Preschool Playgroup may request footage but does not own or store it.

5. Storage and Retention of Footage

CCTV footage is:

- stored securely by the council
- only accessible to authorised personnel
- automatically deleted after a set period

Retention period:

Footage is kept for 30 days

After this time, footage is permanently deleted unless required for an investigation.

6. Informing Parents, Staff and Visitors

We are open and transparent about the use of CCTV.

In practice, we ensure:

- parents are informed through our privacy notice and written communication
- staff are informed during induction and ongoing discussions
- signage is clearly displayed within the building

What we explain to families:

- CCTV is in place for safety and safeguarding
- it is not used to “watch” children or staff unnecessarily
- it may be used if concerns or incidents arise

7. Accessing CCTV Footage (Explicit Procedure)

Maidenbower Preschool Playgroup does **not have direct access** to CCTV recordings.

All footage is controlled by:
Crawley Borough Council

However, the setting may request footage where there is a clear and justified reason.

7.1 Who can request footage

Requests will only be made by:

- the Designated Safeguarding Lead (DSL)
- the Deputy DSL (in the absence of the DSL)
- the Setting Manager (if different from DSL)

No other staff members are permitted to request CCTV footage under any circumstances.

7.2 When a request will be made

A request will only be made when it is necessary and proportionate, for example:

- a safeguarding concern or disclosure
- an accident, injury or incident requiring clarification
- an allegation involving a child, staff member or visitor
- a formal complaint where factual information is required

CCTV will not be used:

- for general monitoring of staff practice
- to check staff performance without cause
- to supervise children in place of staff presence
- as a routine quality assurance tool

7.3 How a request is made (Step-by-step)

1. The DSL/Manager identifies a need for footage
2. The DSL/Manager completes a written record, including:
 - the reason for the request
 - date and time of the incident
 - individuals involved
 - what the footage is expected to show
3. The DSL/Manager contacts Council using the agreed process
4. The request is logged in:
 - safeguarding records and/or
 - incident/accident records

7.4 What happens when footage is received

If footage is shared with the setting:

- it will only be viewed by the DSL/Manager (and Deputy DSL if required)
- it will be viewed in a private and secure space
- a written summary will be made, including:
 - what was observed

- how it informs next steps

Strict expectations:

- footage will not be copied or stored by the setting
- footage will not be shared with others unless formally authorised
- personal devices must never be used to record footage

7.5 Recording and accountability

Every request must be recorded, including:

- date of request
- name of person requesting
- reason for request
- outcome

This ensures:

- transparency
- accountability
- clear safeguarding oversight

8. Use of CCTV in Safeguarding

CCTV may support safeguarding procedures where appropriate.

In practice, this means:

- CCTV supports concerns — it does not replace professional judgement
- decisions are always made in the best interests of the child
- the DSL ensures use is necessary and proportionate

Example scenarios where CCTV may be used:

- unexplained injury with no clear account
- conflicting information about an incident
- concerns raised by a parent or staff member

- supporting information for external agencies

CCTV does not replace:

- active supervision
- strong staff relationships with children
- immediate response to concerns
- effective safeguarding practice

Staff must always:

- remain vigilant
- act in the moment
- report concerns immediately

9. Confidentiality and Handling of Footage

All CCTV footage is confidential.

This means in practice:

- staff must not attempt to access CCTV themselves
- staff must not record or photograph footage on personal devices
- staff must not discuss footage outside of a professional context
- information is shared only on a need-to-know basis

Breach of expectations

Any misuse of CCTV footage will be treated as:

- a serious breach of confidentiality
- a disciplinary matter

10. Subject Access Requests (SARs)

Individuals have the right to request access to footage of themselves.

This is called a Subject Access Request (SAR).

In simple terms:

- a parent, staff member or visitor can ask to see footage that includes them

Requests must be made to:

Crawley Borough Council

The setting will support families in directing requests where needed.

11. Complaints

Any concerns about CCTV should be raised with:

- **Emma Herbe Manager**

Concerns about how footage is handled can also be directed to:

- **Crawley Borough Council**

12. Staff Understanding and Expectations

All staff will:

- receive clear information about CCTV during induction
- understand their responsibilities and boundaries
- have opportunities to ask questions

Leaders will ensure staff understand:

- CCTV is in place for safety, not surveillance
- it is not used to routinely monitor practice
- they are trusted professionals

13. Monitoring and Review

This policy will be reviewed:

- annually
- or sooner if there are changes to the system or guidance

14. Key Principles

At Maidenbower Preschool Playgroup, we ensure that CCTV:

- supports safeguarding and safety
- is used proportionately and responsibly
- is clearly explained to families and staff
- does not replace high-quality practice

Our priority will always be strong relationships, effective supervision and high-quality care. CCTV is simply an additional measure to support the safety and wellbeing of everyone within the setting.